



PATENT  
ATTY. DOCKET NO.: P65973US0

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Cathal McGLOIN, et al.

Group Art Unit: 2144

Serial No.: 09/672,829

Examiner: M. Kapadia

Filed: September 29, 2000

For: PERFORMANCE MANAGEMENT SYSTEM

**SUPPLEMENTAL SUBMISSION OF  
DECLARATION UNDER 37 C.F.R. 1.132**

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**GROUP**

Sir:

A Request for Continued Examination, requesting entry of the Amendment filed on March 25, 2004, was filed in the above-captioned application on May 5, 2004. In supplement thereto, Applicants hereby submit the Declaration of Cathal McGloin as evidence of the non-obviousness of the present invention with respect to the prior art cited against the pending claims.

Favorable consideration and allowance of the application is requested.

Respectfully submitted,

JACOBSON HOLMAN PLLC

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By

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Date: June 25, 2004  
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## PERSONNEL PROFILE

Cathal McGloin

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Lexington, MA 02421

Contact:

781.861.7840 Home  
781.238.3500 Work

Born on 29.04.1964

Languages:

French  
German

### RESUME OF CAREER AND EDUCATIONAL DEVELOPMENT

1998-date	<b>CEO</b> Performix Technologies
1996-1998	<b>VP Customer Care &amp; CRM</b> Cap Gemini UK
1995-96	<b>Manager, Consulting &amp; Projects</b> Cap Gemini Ireland
1992-95	<b>Corporate Management Consultant</b> Industrial Group, Siemens AG, Germany
1991-92	<b>M.B.A. Masters of Business Administration</b> Graduate School of Business, U.C.D.
1989-91	<b>Project Manager / Commissioning Engineer</b> Industry and Automation Group, Siemens AG
1982-86	<b>B.E. Bachelor of Engineering</b> University College Dublin

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### **CAREER HIGHLIGHTS**

Cathal has 18 years experience working for international technology companies in various roles including technical, project management, management consultancy and business development. Key highlights of his career include:

- ◆ developing one of the core service offers in call centres and customer care for Cap Gemini UK with sales of \$100mm after 13 months operation
- ◆ positioning Cap Gemini globally as a significant player both in the eyes of the customers, market watchers, press and the competition
- ◆ setting up a consulting and projects business in Cap Gemini Ireland
- ◆ operating as a strategic management consultant for an \$5billion division of Siemens, reporting to the board of Directors
- ◆ Coming first in his MBA class and winning the Sir Charles Harvey/IMI award
- ◆ working on a wide variety of projects in Europe, U.S. S.E. Asia and Eastern Europe often under severe conditions and always to tight deadlines
- ◆ 17 years IT industry experience
- ◆ Excellent communication, presentation and negotiation skills